



ZOUHIR EL EUCHI

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Visa status: Employment visa

Career SUMMARY

- Assist in the recruitment and hiring of the most qualified applicants to meet the store's needs.
- Conduct orientation, training & develop Department Managers and associates in execution of daily tasks.
- Maximize sales and measure sales performance on a daily basis by reference to class sales reports from year prior on same day and Coordinate sales promotion activities and pricing of merchandise.
- Oversee floor moves, preparation of merchandise displays and presentations, exercising judgment and discretion in applying merchandising concepts and guidelines.
- Oversee proper pricing of merchandise and ensure all price changes are made.
- Administer sales contests to achieve goals established by the corporate office.
- Exercise judgment and discretion alone, and in conjunction with the Store Manager, Department Managers, and any other Assistant Store Manager, in the day-to-day operations of the store.
- Help solve problems that affect the store's service, efficiency, and productivity.
- Provide and inspire outstanding service to our customers.

Education

- 2012 certificate in Business English level 2 BE No:61406
- 2011 certificate in Business English level 1 BE No:6140
- 2010 certificate in English for specific Purposes (ESP) communicate in English.
- 2007 Bachelor Degree in Economic and Management

OBJECTIVE

A challenging and career-oriented environment entailing Operations Management, Project Management, Customer Service & Resource Management and Portfolio Management with focus on contributing to business development.

Area of expertise

Sales Management • Operations Management • Resources Management •
• Negotiations • Portfolio Management • Presentations • Administration • Superb Writing Skills • Research Strategy • Leadership and Team Building • Global Experience

PROFESSIONAL DEVELOPMENT
PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

Experience:

Sales Manager at Sobha Hartland Group, UAE, Dubai

(August 2018 -Present)

- Establishes sales objectives by forecasting and developing annual sales quotas for regions and territories;
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies
- Completes national sales operational requirements by scheduling and assigning employees; following up on work results
- Contributes to team effort by accomplishing related results as needed
- Meeting Sales Goals, Negotiation
- Selling to Customer Needs
- Motivation for Sales
- Sales Planning,
- Building Relationships
- Managing Processes
- meeting planned goals and coordinating with our marketing department on lead generation.
- Tracking sales goals and reporting results as necessary
- Coordinating with marketing on lead generation
- Promoting the organization and products.
- Understand our ideal customers and how they relate to our products
- Negotiate and conclude sales transactions
- Liaise with the VIP clients to accommodate their Buying and rental requirements
- Analyse market trends to determine competitive market prices
- Closes new business deals by coordinating requirements; developing and negotiating contracts; integrating contract requirements with business operations

Business Development Manager at Heart of Europe, UAE, Dubai

(August 2017 -August 2018)

- Identify and attend tradeshow and other business functions to keep abreast of developments in the marketplace, to find potential new business, and to market full landscape services
- Exploring opportunities to add value to job accomplishments
- Interface with existing strategic customers to solidify mutual expectations of performance and growth
- Develop and help manage client communication tools such as the corporate website
- Closes new business deals by coordinating requirements; developing and negotiating contracts; integrating contract requirements with business operations
- Protects organization's value by keeping information confidential

- Locates potential business deals by contacting potential customers; discovering and exploring opportunities
- Arrange business meetings with prospective clients
- Pro-actively hunt for target organizations and establish communications with those businesses that can benefit from our Company's services
- Provide trustworthy feedback and after-sales support

- Build long-term relationships with new and existing customers

- Promote the company's products/services addressing or predicting clients' objectives

- Develop a growth strategy focused both on financial gain and customer satisfaction

Senior Relationship Manager at Damac Properties Dubai, UAE

(February 2013 - July 2017)

- Selling Properties
- I am responsible for sale of properties in different area and countries □ Build competitive and profitable work environment.
- I maximize revenue, minimizing cost and achieving company's business objectives.
- Liaise with the VIP clients in order to accommodate their Buying and rental requirements.
- assist and consult clients throughout the process by providing them with updated and accurate market information
- establish and build long term effective, positive, and professional working relationships with internal and external clients (Landlords, Tenants, Investors, Developers Roots Land colleagues) Building strong relationships with potential and existing clients
- Negotiate and conclude sales transactions
- Source, Plan, Execute related to deals
- Coordinate appointments to show homes to prospective buyers.
- Evaluate mortgage options to help clients obtain financing at the best rates.
- Interview clients to determine what kind of properties they are seeking
- Ensure all paperwork is properly filled out.
- Assist with copywriting and uploading of images for online sales listing.
- Analyse market trends to determine competitive market prices.
- Arranging advertising to promote the properties □ Rent or lease properties on behalf of clients.
- Following up and update the clients about different investment opportunity and the property financing option.
- Share with clients the different marketing materials and explaining them the process as the mortgage facility
- Follow the daily inquiry and the documentation

Senior Sales & Customer Relationships at Freehold Property Sales Centre

(FPSC) Dubai, UAE (November 2011- 2013)

- Bringing clients from all over the world and convincing them to purchase properties then closing deals with them.
- Assemble detailed property portfolio and present it to clients.
- Collect full details of property which includes photo shooting, arranging viewings, showing the property to potential tenants, etc...
- Translate the related document into English, Arabic and French...
- Attend Property nature events (such as exhibitions, property launching, presentations, seminars...etc.)
- Organize meeting between CRM & Sales for essential coordination

- Filing of applications, respond to pre-instruction enquiries.
- Supports CRM by making sure that updates are regular on the existing data
- Other tasks to support the business plan as and when required including working extra hours if required to ensure company business objectives are met.
- Generating Sales leads and investment leads.
- Keeping close eye in ever changing market trends
- Coordinating all reports on “Sales Force”, once a Sales executive start contacting a certain client

Consultant Immigration Procedures- Marseille, France Immigration Centre Tunis. (February 2010- August 2011)

- Ensure the client avoids any legal issues that may occur in relation to their relocation by assisting them to obtain visas and other related immigration documentation.
- Responsible for provide advice and information.
- providing the client with advice and guidance on how best to obtain required documentation to migrate internationally and how to complete this process smoothly
- Communicate with authorities and the client consistently via email or telephone.
- Oversee all aspects of the Visa and Immigration Service; ensure that the process runs smoothly.
- prepare all fee quotes and any information required by clients
- Keep informed on the progress of document collection.
- Filing of applications and oversee the completion of all relevant visa and immigration documents and
- Ensure that they are received within the time limit set by the government.
- Respond to the pre-instruction enquiries.
- Ensure that all of the information provided by the client is accurate and correct and
- Drafting and research on country processes and procedures

(Assistant Manager)- Customer Service & collections – Tunisia, Tunis Technology and communication Centre. (January 2009 - January 2010)

- Under the direction of the Group Collections Manager, develop, recommend, implement and maintain computerized collections systems appropriate to the needs of the business and to the continued efficiency and improvement of the service provided by the team.
- Provide to the Group Collections Manager and Senior Management all appropriate and requested collections data within agreed timescales.
- Maximize cash flow inwards by setting aggressive cash collection targets and drive the collections teams to achieve the desired results.
- Liaise with Group Collections Manager, Finance Directors, Group Credit Risk, Process
- Improve Reporting, core Data Managers and co-ordinate individual and group training and development plans for the collection team.
- Meet Customers to improve communication & processes, together with responsible sales person
- Authorize payment plans for delinquent accounts within defined limits of authority.

Handling with customers by asking everyone for his problem as by knowing this, would be faster to be a help, And I make sure the crowd wouldn't disturb me to focus properly on my client inquiry and keep it in my mind that being friendly smiling and offering everyone a coffee or tea in the meantime can be always the best way to make it easier for them to wait.

Assistant Store MANAGER – Call Centre Tunisia, Sousse.

(January 2007- December 2008)

- Assist in the recruitment and hiring of the most qualified applicants to meet the store's needs.
- Conduct orientation, training & develop Department Managers and associates in execution of daily tasks.
- Maximize sales and measure sales performance on a daily basis by reference to class sales reports from year prior on same day and coordinate sales promotion activities and pricing of merchandise.
- Oversee proper pricing of merchandise and ensure all price changes are made.
- Facilitate proper communication between Department Sales Managers and the buying office about comparative shopping analyses fast and slow selling classifications and styles, planning and adjusting stock levels, customer requests and Coordinate the flow of merchandise to the sales floor.
- Oversee compliance of Department Managers and all associates with established company policies and standards, such as safekeeping of Company funds and property, personnel practices, and security, sales, and record-keeping procedures.
- Administer sales contests to achieve goals established by the corporate office.
- Help solve problems that affect the store's service, efficiency, and productivity.
- Provide and inspire outstanding service to our customers

SKILLS:

High Skills in:

- ❖ Office (Word, Excel, Power Point, MS office)
 - Ability to assess priorities and manage Competing deadlines both independently

And as a member of a team

- Sets performance goals and allocates tasks and workload
- Monitors, controls and evaluates work against Objectives and timeframes
- Communication and interpersonal skills
- Experience in the supervision and Leadership of staff
- Ability to manage financial, other resources
- Available in the work area within policy guidelines and budgetary expectations
- Excellent Business Communication and Coordination Skills (Written & Verbal)
- Multi-tasking skills
- I am Team player and self-driven attitude.
- Excellent interpersonal skills
- Excellent computer skills and proficient in excel, word, outlook.

Languages:

- Arabic Mother Tongue
- English Fluent
- French Fluent

PERSONAL INFORMATION

Full name: Zouhir EL Euch

NATIONALITY: TUNISIAN

Father's Name: Ali El Euch

Interest: Travel, Cricket, Reading, Cars & Bikes, Photograph

References will be furnished upon request